

Wisconsin Medicaid and BadgerCare 2005 HMO Report Card									
	Health Care					Consumer Satisfaction			
	Health Check	Shots	Lead Screens	Pap Tests	MH/DA Evaluation	Customer Service	Getting Needed Care	Health Plan	Health Care
CompCare (formerly Atrium Health Plan)	☆☆	☆☆☆	☆☆	☆☆	☆☆	☆☆	☆☆	☆	☆
Dean Health Plan	☆☆☆	☆	☆☆	☆	☆☆☆	☆☆	☆☆☆	☆☆	☆☆
Group Health Cooperative-South Central	☆	N/A	N/A	☆	☆	☆☆	☆☆	☆☆☆	☆☆
Group Health Cooperative-Eau Claire	☆☆☆	☆☆☆	☆☆	☆☆☆	☆	☆☆	☆☆	☆	☆☆
Health Tradition Health Plan	☆☆	☆☆	☆☆	☆☆☆	☆☆☆	☆☆	☆☆	☆☆☆	☆☆
MercyCare Insurance Corporation	☆☆☆	☆☆	☆☆	☆☆	☆	☆☆	☆☆	☆	☆☆
Managed Health Services	☆	☆	☆☆	☆☆	☆☆	☆☆	☆☆	☆☆	☆☆
Network Health Plan	☆☆	☆☆	☆☆	☆☆☆	☆☆	☆☆	☆☆	☆	☆☆
Security Health Plan	☆☆	☆☆☆	☆☆	☆☆	☆☆	☆☆	☆☆	☆☆	☆☆
Touchpoint Health Plan (See note below)	☆☆☆	☆☆☆	☆☆☆	☆☆☆	☆☆☆	☆☆	☆☆	☆☆	☆☆
UnitedHealthcare (AmeriChoice)	☆☆	☆	☆☆	☆☆	☆☆	☆	☆☆	☆	☆☆
Unity Health Plan	☆☆	N/A	☆	☆☆☆	☆	☆☆	☆☆	☆☆☆	☆☆
Range of scores (low - high)	75-94.4%	29.7-94.2%	48.4-87.1%	13.9-42.7%	2.6-10.9%	63.7-79.2 %	85.7-96.9 %	7.95-8.66*	8.5-8.88*

Key:

☆☆☆ Above average

☆☆ Average

☆ Below average

N/A Not applicable—not enough data to score the HMO on this measure.

* These items scored on a 0-10 scale, with 0 being the worst and 10 being the best.

The Customer Satisfaction ratings show results obtained on a survey done in 2004. The survey is done every other year.

Note: Touchpoint Health Plan will not be available in 2006. Their providers will be available through UnitedHealthcare.

2005 Wisconsin Medicaid HMO Report Card

There are many things to think about when choosing an HMO. Which HMO performs the best in areas of care and service that are important to you? What do people think about their HMO?

The **HMO Report Card** can help you make this important choice. It compares one HMO to another in five areas of health care and four areas of enrollee satisfaction. They are:

Health Care

- HealthChecks for children
- Shots (vaccinations) for children
- Blood lead screening for children
- Pap tests for women
- Mental health and drug abuse evaluations

Satisfaction With

- HMO customer service
- Getting needed care
- The HMO
- HMO health care

The health care ratings are based on information about services HMOs provided to Medicaid and BadgerCare enrollees. The satisfaction ratings are based on a survey of Medicaid and BadgerCare HMO enrollees. “HMO customer service,” shows how enrollees rated the way their HMO handled questions or problems. “Getting needed care,” shows how they rated their ability to get an appointment for the care they needed. “The HMO” shows how enrollees rated their HMO overall, and “HMO health care” shows how they felt about the quality of care they received.

Each HMO is rated on a scale of one to three stars. One star means the HMO scored below the average score of the other HMOs. Two stars mean the score was average. Three stars mean the HMO scored above average. A below-average score does not mean that the HMO provides poor care or bad service. It means that the HMO scored below average compared to other HMOs. An HMO is shown as above or below the average only when the difference is large enough to show a true difference in performance.

The range of scores is shown at the bottom of the table. This shows the lowest and highest scores on each item. This shows that in some cases, the differences between the scores for above average, average and below average can be quite small, quite large in others.

For more information about HMOs, call the HMO Enrollment Specialist at **1-800-291-2002**.